

Interim Process for Waiver Case Management Requests above 40 units per Calendar Quarter

Effective 3/30/20

In an effort to streamline administrative processes during the COVID-19 outbreak, the process for requesting Waiver Case Management in excess of 40 units per calendar quarter has changed. Effective immediately:

- Case Managers will request additional WCM units over 40 units per calendar quarter through the normal Plan Change Request Process.
- Requests must include justification for additional services by reflecting reason needed and additional units requested. (*Note: It is no longer necessary to complete the request form, print out case notes, obtain Supervisor's signature, or send request to WCM S-COMM box)
- Approval will be communicated to the Case Manager through the Plan Change Review process.
- All previous requests made through the WCM Referral SC-COMM box will be processed by close of business Tuesday, 3/31/20. Case Managers should use approved Plan change requests as verification of approval.